

# simple**QuE**

## *Case Study*

**Bitzer Products** had a problem. Their largest customer, Caterpillar, required them to be ISO/TS 16949 certified. Despite hiring a consultant, the Chicago-based manufacturer never got certified to either TS or AS. “We were having trouble,” admitted Bill Sturgeon, the company’s vice president and owner. “SimpleQuE came highly recommended, and we needed someone who really knows this system.”



“SimpleQuE kept emphasizing that you need to be intelligent about implementing this system because you don’t want to create a lot more work than necessary,” he said. “They simplified the whole process rather than making it more difficult. Their approach throughout was that this can be – if organized properly – a rather simple process, and the more simple the better. We wish we would have hired simpleQuE earlier because it would have saved us a lot of time, effort and money... and we would have been certified sooner.”

With simpleQuE now performing regular internal audits, Bitzer Products has achieved five consecutive years with Caterpillar at zero PPM and continues to be one of Caterpillar’s strategic sources.



When Boeing – another major client – mandated AS9100 certification, simpleQuE was Bill’s first call. Within six months, Bitzer Products was AS9100 certified.

Bill has referred simpleQuE to many other companies.

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